

INTERACTIVE VOICE RESPONSE (IVR) AGGREGATION MASTER SERVICE

ABSTRACT

A method of aggregating interactive voice response services from a plurality of interactive voice response systems can include, for at least one caller, storing service information for a plurality of services within an interactive voice response system. Each service can be accessible through a corresponding one of the plurality of interactive voice response systems. The method further can include receiving a call from the caller and receiving an input from the caller over the call, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems. The method also can include accessing the interactive voice response system corresponding to the identified service on behalf of the caller, retrieving information from the interactive voice response system, and providing the retrieved information to the caller.